



CONFIDENTIALITY

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Our customer relationships are built on trust They also rest on the confidentiality of your personal information

Respecting the privacy of your personal information

Dale Parizeau Morris Mackenzie has been recognized for its integrity, professionalism and competence. Confidentiality has always been a concern for us and we take all the necessary measures to safeguard the strict privacy of the personal information contained in your file, whether we insure you or your business. With the advent of the information highway, which paves the way for the increasingly easier and more frequent exchange of electronic data, the Quebec government has adopted one of the most advanced laws for the protection of personal information in the world. Dale Parizeau Morris Mackenzie supports the objectives of this legislation.

Safeguarding the confidentiality of your file

Our physical and electronic filing systems are at the leading edge of technology. We take meticulous care when storing the documents and computerized data that make up your file and access is restricted to authorized personnel.

The contents of your file

Your file only contains the information necessary for us to provide you with high quality service. We may occasionally use the data it contains to introduce you to new products and services that are in line with your needs.

Collection and disclosure of personal information

From time to time, we may need to collect or disclose information in your file to persons, organizations or companies that are regulated and have a legitimate right to obtain or communicate it:

- Firms, claims adjusters and representatives as defined in the Act respecting the distribution of financial products and services
- Evaluators
- Insurers, reinsurers and financial institutions or their regulatory body, the *Autorité des marchés financiers*
- The *Fichier central des sinistres automobiles* for collection and conservation of information regarding driving claims history of insureds
- The *Société d'assurance automobile du Québec* for information related to your driving record, namely demerit points, restrictions or sanctions affecting your driver's license
- Analysis firms regarding credit, risks and claims
- Law enforcement agencies or others

In all cases, we ensure that the information is used with discernment and that your right to privacy is respected.

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Accessing and correcting your file

You have the right to access your file and correct the personal information it contains. To do so, simply make an appointment with one of our representatives who will gladly meet with you at our offices. You will then have the opportunity to examine the contents of your file at your leisure. Great care was taken in compiling your file. However, should you notice an error, please let us know and we will correct it. In some exceptional cases, transcription, reproduction or shipping fees could be charged.

Our solid expertise at your service

Based on the information contained in your file, we may from time to time deem it appropriate to make you aware of products and services that are likely to meet your needs. In such cases, we will mail you descriptive literature. If you do not wish to receive such documentation, please advise us in writing and we will note it in our file. Your wish will be respected.

Contacting us

If you have any questions with regards to the confidentiality of your file, please contact your representative.

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